



Wellness Plans are designed to provide annual preventive care and can include head-to-tail exams, vaccines, early screening diagnostics, consultations for proper nutrition, dental care, as well as a 10% discount. Because pets need ongoing preventive care, wellness plans automatically renew at the end of each twelve month period (unless paid in full at enrollment). Since wellness plans are not insurance, they do not include treatment for unpredictable or abnormal conditions. In those unforeseen situations, the discount would be applied.

Your Wellness Plan discount (10%) also applies to:

- Parasite preventives: Trifexis®, Advantage Multi®, Bravecto®, Heartgard®, and ProHeart6 Injection®
- Prescriptions and all medications except custom compounded medications
- Products like shampoo, conditioners, and lotions
- Medical tests or services
- Boarding, Baths, and Nail Trims

**PAYMENT:** Payment is easy with two methods offered. You can choose the 12 month automatic drafting option, spreading the cost of your wellness plan across the 12 months of your annual agreement and making it easier to budget for the essential health care your pet. You also have the option of paying in full, if you prefer.

**PLAN CHANGES:** In most situations, if you and your veterinarian determine it is appropriate to change the level of your wellness plan, we will set your plan to renew to the desired level for the next plan year. There are situations where it makes sense to move to a different plan level before then. For example, your pet may need additional care that is available on a higher plan level. In that situation, we can stop the current plan and upgrade your pet to a higher plan. In both upgrades and downgrades, a new plan year is started at the new monthly cost.

**THE UNLIMITED OFFICE VISIT:** Exams that occur during normal weekday office hours are complimentary as part of your wellness plan. Weekends and holidays are not eligible and payment will be required. All appointments will be seen on a drop-off basis only and clients must be prepared to leave the patient at the clinic and allow at least four hours for necessary work.

**PLAN CANCELATIONS:** Plan services are provided at significant discounts under an annual agreement. Agreements may be canceled at any time. However, under the monthly automatic billing option, services may have been performed for which full payment has not been collected. In this situation, the client is responsible for the remaining payments on the plan or the full retail value for services or discounts used under the plan less payments made (whichever is less). As a courtesy, Country Hills Veterinary Clinic will contact the client, via the information on file, within 30 days of the client's contract renewal date, giving the client a chance to opt out and/or update payment information or Wellness Plan level. To cancel or set a plan to non-renew call 830-438-2269.

1. The selected plan covers only the services listed.

It does not cover:

- Any services provided by outside veterinarians or referral hospitals.
  - Any fees for services recommended as a result of illness or accidental injury.
2. The selected plan is **not** transferable and applies only to the patient identified at the time of enrollment for as long as said patient is owned by the same owner. Services are good only at Country Hills Veterinary Clinic.
  3. If the subscriber cancels before any services are rendered, the entire amount paid for the current year will be refunded.
  4. If the subscriber cancels after services have been rendered, the subscriber will be liable to the provider for remaining installments for the year or the full amount of the standard price of services already rendered—whichever is less.
  5. There are no refunds from any prior twelve (12) month plan. Unused services **DO NOT** transfer or carry over to next twelve (12) month plan.
  6. The subscriber can pay the veterinary practice by monthly automatic draft or in full.
  7. If a patient dies or the subscriber moves, the subscriber will pay the balance of payments or the standard price for services rendered - whichever is less.
  8. Multi-pet families must have similar pets identified with microchips or with tattoos, unless all similar pets are covered under wellness plans.
  9. The contract will be renewed automatically unless canceled by either party within 30 days of the renewal date.
  10. The provider reserves the right to adjust monthly fees on any enrollment anniversary date and to cease to provide the plans at any time.
  11. Unlimited office calls apply to regular office hours only. All services will be rendered during scheduled drop-off appointments, when the patient is left by the subscriber at the hospital for at least four hours. Holidays and weekends are not available for drop-off appointments.
  12. Payments will be auto-deducted from most bank accounts. An overdraft and reprocessing fee of \$30 will be charged for any rejected charges.
  13. The subscriber is responsible for notifying the provider if there's a change in the account.
  14. If the subscriber fails to pay any installment within 30 days of the due date, the provider may:
    - Immediately terminate the agreement.
    - Declare all fees and remaining monthly payments due to year end immediately due and payable.